Amendments to the Claims:

This listing of claims will replace all prior versions and listings of claims in the application:

Listing of Claims:

Claim 1 (currently amended): A method of automatically managing a plurality of remote workers carrying out a variety of jobs for one or more customers, each job including a process of a set of one or more task steps and a set of units of source data, the method comprising:

storing in a database information on each remote worker including one or more task skills of the worker that define the types of task steps the worker is certified to carry out;

~~storing in the database information on the customers;~~

storing in the database information on each process, including the customer of the process, the order of carrying out the task steps of the process, how the input for each task step is obtained from the results of prior task steps in the process, and any pre-processing and post-processing required;

receiving the units of source data from the customers;

~~carrying out any defined pre-processing for the received source data;~~

storing in a task data structure information on tasks to be completed, each task defined by a task step and a unit of input for the task step;

~~storing in the database information on each remote worker including one or more task skills of the worker that define the types of task steps the worker is certified to carry out;~~

receiving requests from one or more of the remote workers for tasks;

upon receiving a task request from a remote worker, dispatching a task from the stored tasks to be completed to the remote worker according to one or more task dispatch rules, wherein the dispatch rules define one or more task skills required of the remote worker prior to the dispatching of the task;

receiving the task results from the remote workers for the task dispatched to the workers;

~~carrying out any defined~~ post-processing [[of]] the task results

corresponding to the tasks of a process for a unit of source data to produce result data ~~for the unit of source data~~;

sending the result data to the customers;

training the one or more remote workers at one or more task skills according to one or more training scenarios related to the task skills specified in the dispatch rules for the dispatched task,

such that the training of workers at one or more task skills occur automatically substantially without human management.

Claim 2 (original): A method as recited in claim 1, wherein the variety of jobs include a plurality of members of the set consisting of: data entry, telesales, voice transcription, translation, image categorization, sales lead incubation, auditing, repair of documents after OCR, photo retouching, paralegal processes, call center quality assurance, and editorial work.

Claim 3 (original): A method as recited in claim 1, wherein managing the capacity includes determining one or more of the training scenarios based on the distribution of tasks in the task data structure, required task skills, and available workers having the required task skills.

Claims 4-6 (canceled)

Claim 7 (currently amended): A system for automatically managing a plurality of remote workers carrying out a variety of jobs for one or more customers, each job including a process of a set of one or more task steps and a set of associated source data units, the system connected to a network, each worker able to communicate with the system using a worker terminal connectable to network, the system comprising:

a storage subsystem containing a database storing information on each remote worker including one or more task skills of the worker that define the types of task steps the worker is certified to carry out, information on one or more customers, and information on each process, the process information including the customer of the process, the order of carrying out the task steps of the process, how the input for each task step is obtained from the results of prior task steps in the process, and any pre-processing and post-processing required;

a task data structure to store tasks to be completed, each task defined by

a task step and a unit of input for the task step; and

a data store for storing input and output information for the tasks;

a mechanism coupled to the storage subsystem to accept units of source data from the customers;

a pre-processor coupled to the storage subsystem to carry out any defined pre-processing for the accepted source data;

a mechanism coupled to the network to accept requests from one or more of the remote workers for tasks;

a task dispatcher coupled to the storage subsystem and to the network for dispatching a task from the task data structure to a remote worker requesting tasks, the dispatching according to one or more task dispatch rules, wherein the dispatch rules define one or more task skills which must be in the database information for the remote worker prior to the dispatching of the task to the remote worker;

a task submission unit coupled to the storage subsystem to receive the task results from the remote workers for the task dispatched to the workers;

a post-processor coupled to the storage subsystem to carry out any defined post-processing of the task results corresponding to the tasks of a process for a unit of source data to produce result data for the unit of source data;

a mechanism coupled to the storage subsystem to send the result data to the customers;

a capacity manager coupled to the storage subsystem to manage the capacity of the system based on task load information on the tasks in the task data structure, on the available workers, and on the available worker task skills; and

a training unit coupled to the network and to the storage subsystem to automatically train workers at one or more task skills according to related training scenarios selected based on the one or more task skills defined by the dispatch rules, such that the training unit trains workers automatically substantially without human management.

Claim 8 (original): A system as recited in claim 7, wherein the variety of

jobs include a plurality of members of the set consisting of: data entry, telesales, voice transcription, translation, image categorization, sales lead incubation, auditing, repair of documents after OCR, photo retouching, paralegal processes, call center quality assurance, and editorial work.

Claim 9 (currently amended): A carrier medium carrying computer readable code segments to instruct one or more processors of a processing system to carry out a method of automatically managing a plurality of remote workers carrying out a variety of jobs for one or more customers, each job including a process of a set of one or more task steps and a set of units of source data, the medium comprising:

one or more code segments to instruct the one or more processors to store in a database information on each remote worker including one or more task skills of the worker that define the types of task steps the worker is certified to carry out;

~~one or more code segments to instruct the one or more processors to store in the database information on the customers;~~

one or more code segments to instruct the one or more processors to store in the database information on each process, including the customer of the process, the order of carrying out the task steps of the process, how the input for each task step is obtained from the results of prior task steps in the process, and any pre-processing and post-processing required;

one or more code segments to instruct the one or more processors to accept units of source data from the customers;

~~one or more code segments to instruct the one or more processors to carry out any defined pre-processing for the units of source data received from the customers;~~

one or more code segments to instruct the one or more processors to store in a task data structure information on tasks to be completed, each task defined by a task step and a unit of input for the task step;

one or more code segments to instruct the one or more processors to dispatch, upon receiving a task request from a remote worker, a task from the stored tasks to be completed to the remote worker according to one or more

task dispatch rules, wherein the dispatch rules define one or more task skills required of the remote worker to receive the dispatched task;

one or more code segments to instruct the one or more processors to accept task results from the remote workers for the tasks dispatched to the workers;

one or more code segments to instinct the one or more processors to carry out any defined post-processing of the task results corresponding to the tasks of a process for a unit of source data to produce result data for the unit of source data;

one or more code segments to instruct the one or more processors to manage the capacity of the system based on information about the stored tasks;

one or more code segments to instruct the one or more processors to send the result data to the customers; and

one or more code segments to instruct the one or more processors to automatically train workers at one or more task skills according to one or more related training scenarios selected based on the one or more task skills defined in the dispatch rules and associated with the dispatched task,

such that the training of the workers occurs substantially without human management.

Claim 10 (currently amended): A method of automatically managing a plurality of workers carrying out a variety of jobs for one or more customers, each job including a process of a set of one or more task steps and a set of units of source data, the method comprising:

~~storing in a database information on each worker including one or more task skills of the worker that define the types of task steps the worker is certified to carry out;~~

storing in the database information on each process;

receiving the units of source data;

storing in a task data structure information on tasks to be completed, each task defined by a task step and input for the task step;

storing in the database information on each remote worker including one or more task skills of the worker that define the types of task steps the worker is

certified to carry out;

dispatching a task from the stored tasks to be completed to a worker;

receiving the task result from the worker for the task dispatched to the worker after the worker completes the task;

training workers at one or more task skills according to one or more training scenarios related to the task skills, such that the training of workers at one or more task skills occur automatically substantially without human management[[.]] ; and

managing the capacity, including determining one or more of the training scenarios based on the distribution of tasks in the task data structure, required task skills, and available workers having the required task skills.

Claim 11 (original): A method as recited in claim 10, further comprising:

producing result data from the task results of the tasks of a process and sending the result data to the customer of the process.

Claim 12 (original): A method as recited in claim 10, wherein dispatching is to a remote worker via the Internet and wherein the remote worker completes the task at remote location.

Claim 13 (original): A method as recited in claim 12, wherein the storing of process information includes storing information on any required pre-processing of source data and on any required post-processing, and wherein the source data receiving includes carrying out any pre-processing required for the source data according to the stored process information, and wherein the producing result data further includes carrying out any post-processing required according to the stored process information.

Claim 14 (original): A method as recited in claim 10, wherein the dispatching occurs upon receiving a task request from the worker.

Claim 15 (original): A method as recited in claim 10, wherein the task request is received from the worker automatically when the worker logs on.

Claim 16 (original): A method as recited in claim 10, wherein the variety of jobs include a plurality of members of the set consisting of: data entry, telesales, voice transcription, translation, image categorization, sales lead incubation, auditing, repair of documents after OCR, photo retouching, paralegal

processes, call center quality assurance, and editorial work.

Claim 17 (canceled)

Claim 18 (currently amended): A method as recited in claim [[17]] 10, wherein managing the capacity further includes projecting the task demand and providing additional training scenarios when a shortfall is predicted.

Claim 19 (original): A method as recited in claim 18, wherein managing the capacity further includes informing the workers of availability of the additional training scenarios.

Claim 20 (original): A method as recited in claim 12, wherein the training is to a remote worker via the Internet.

Claim 21 (original): A method as recited in claim 10, further comprising:

certifying workers as having one or more task skills.

Claim 22 (original): A method as recited in claim 21, wherein the dispatching occurs according to a set of one or more dispatch rules.

Claim 23 (original): A method as recited in claim 22, wherein the dispatch rules includes that the worker a task is assigned to must have the task skill for the task step.

Claim 24 (original): A method as recited in claim 22, wherein the dispatching further occurs to satisfy one or more task dispatch objectives.

Claim 25 (original): A method as recited in claim 22, wherein the task data structure is part of the database and wherein the dispatching includes forming a query on the database.

Claim 26 (original): A method as recited in claim 25, wherein the database is a relational database including a set of tables.

Claim 27 (original): A method as recited in claim 21, wherein one of the training scenarios for a particular task skill is practicing the task step associated with the task skill.

Claim 28 (original): A method as recited in claim 27, wherein another of the training scenarios for the particular task skill is a task skill test in the particular task skill.

Claim 29 (original): A method as recited in claim 21, wherein the information stored in the database for each worker includes one or more qualifications of the worker, and wherein at least one of the training scenarios requires the worker undergoing training to have a related qualification.

Claim 30 (original): A method as recited in claim 21, further comprising screening potential workers, each successfully screened potential worker becoming an applicant,

wherein the training scenarios are offered to both workers and applicants.

Claims 31-47 (canceled)

Claim 48 (currently amended): A system for automatically managing a plurality of workers carrying out a variety of jobs for one or more customers, each job including a process of a set of one or more task steps and a set of units of source data, the method comprising:

a storage means containing:

a database for storing information on each process and information on each worker including one or more task skills of the worker that define the types of task steps the worker is certified to carry out, and

a task data structure for storing information on tasks to be completed, each task defined by a task step and input for the task step;

means for receiving the units of source data;

means for dispatching a task from the stored tasks to be completed to a worker;

means for receiving the task result from the worker for the task dispatched to the worker after the worker completes the task;

means for training workers at one or more task skills, including providing one or more training scenarios; [[and]]

means for certifying applicants and workers as having one or more task skills[[.]] ; and

means for managing the capacity, including determining one or more of the training scenarios based on the distribution of tasks in the task data structure, required task skills, and available workers having the required task skills, wherein managing the capacity further includes projecting the task demand and providing additional training scenarios when a shortfall is predicted.

Claim 49 (original): A system as recited in claim 48, wherein the variety of jobs include a plurality of members of the set consisting of: data entry, telesales, voice transcription, translation, image categorization, sales lead incubation, auditing, repair of documents after OCR, photo retouching, paralegal processes, call center quality assurance, and editorial work.

Claim 50 (original): A system as recited in claim 48, wherein the dispatching occurs upon receiving a task request from the worker.

Claim 51 (original): A system as recited in claim 48, wherein the task request is received from the worker automatically when the worker logs on to the system.

Claims 52-53 (canceled)

Claim 54 (original): A carrier medium carrying computer readable code segments to instruct one or more processors of a processing system to carry out a method of automatically managing a plurality of workers carrying out a variety of jobs for one or more customers, each job including a process of a set of one or more task steps and a set of units of source data, the medium comprising:

one or more code segments to instruct the one or more processors to store in a database information on each remote worker and on each process, the worker information including one or more task skills of the worker that define the types of task steps the worker is certified to carry out;

one or more code segments to instruct the one or more processors to store in a task data structure information on tasks to be completed, each task defined by a task step and input for the task step corresponding to source data from the customer of the process of the task step;

one or more code segments to instruct the one or more processors to

dispatch a task from the stored tasks to be completed to a worker;

one or more code segments to instruct the one or more processors to accept task result from the worker for the task dispatched to the worker;

one or more code segments to instruct the one or more processors to provide to workers one or more training scenarios to train workers at one or more task skills; and

one or more code segments to instruct the one or more processors to certify workers as having one or more task skills.

Claim 55 (original): A carrier medium as recited in claim 54, wherein dispatching is to a remote worker via the Internet and wherein the remote worker completes the task at remote location.

Claim 56 (original): A carrier medium as recited in claim 54, wherein the dispatching occurs upon receiving a task request from the worker.

Claim 57 (original): A carrier medium as recited in claim 54, wherein the task request is received from the worker automatically when the worker logs on.

Claim 58 (original): A carrier medium as recited in claim 54, wherein the variety of jobs include a plurality of members of the set consisting of: data entry, telesales, voice transcription, translation, image categorization, sales lead incubation, auditing, repair of documents after OCR, photo retouching, paralegal processes, call center quality assurance, and editorial work.

Claim 59 (original): A carrier medium as recited in claim 54, further comprising:

one or more code segments to instruct the one or more processors to manage the capacity, including determining one or more of the training scenarios based on the distribution of tasks in the task data structure, required task skills, and available workers having the required task skills..

Claim 60 (original): A carrier medium as recited in claim 59, wherein managing the capacity further includes projecting the task demand and providing additional training scenarios when a shortfall is predicted.

Claims 61-67 (canceled)